



Dear Oakleigh OSHC Families,

We are writing to update you on some changes to the OSHC booking policy and fees policy which will be implemented commencing term 1, 2020.

Over the past 18 months, we have experienced growing demand in our school community for the OSHC service. For the first time, we are in the position where there is a waitlist for the service and we are unable to provide places for all families wishing to use the service.

The Oakleigh P&C, as the license holder for the service, took steps at the beginning of 2019 to expand our licensed places to 105 places. Further expansion of the service, beyond the current 105 places available, would require significant capital works to be undertaken in the school, as well as operational considerations to ensure adequate staffing and management oversight via the P&C OSHC sub-committee and P&C Executive is in place to support a much larger service. These are longer term initiatives being considered by the P&C and worked on in conjunction with the school.

What is changing?

Our current booking policy for permanent before and after school places enables families to cancel a permanent booked spot by providing the service with 48 hours' notice. Families are not charged for the permanent booked spot when this required notice is provided.

The high level of demand for the service by the Oakleigh families means we are no longer able to offer the flexibility to cancel permanent booked individual sessions. The P&C has benchmarked this policy update against other P&C operated OSHC in the Brisbane region who are operating at capacity with waitlists. This policy change will be in line with other services in Brisbane.

The P&C has carefully considered the impact of this updated booking policy and recognises that this change is necessary to ensure fair access to available spots for all the Oakleigh families wishing and needing to utilise the OSHC service.

As part of the enrollment process for 2020, families will be asked to nominate the permanent spots they require for before and after school care. Families will be then allocated their preferred days based on the services waitlist management policy. Once a permanent booking enrolment is confirmed, the applicable session fee(s) will be charged for any permanent bookings, from the commencement of the enrolment period.

Families will not have the option to cancel a permanent booked session unless they are cancelling their enrollment from that session on a permanent basis.

To accommodate families which require adhoc care arrangements and support this policy change, an adequate number of casual spots will be kept available for each before and after school care session.

Our fee schedule for 2020 also outlines modest fee increases to accommodate ongoing operating cost rises. These have been benchmarked against other P & C run services in Brisbane and these are still considered to be inline or lower cost than these services. Our educators received pay rises in September 2019 under the award and we continue to operate the service with staff numbers greater than the national standards. The P & C also provides a contribution of \$2,500 towards the cost of vacation care excursions each school holidays to help maintain pricing at an affordable level.



FREQUENTLY ASKED QUESTIONS

What happens if my child is absent from their permanent booked session due to holidays during school term, illness or other commitments?

You will be charged for your permanent booked session and your child/ren noted as absent from the booked session. Under the Federal government Child Care Subsidy each child is allowed 42 absences per financial year. Please go to www.humanservices.gov.au for further details about the Child Care Subsidy and absences.

If your child/ren will not be attending a booked session, **you must notify the Centre** by phone, or email as early as possible prior to your booked session. Staff will be concerned if a child is booked in for After Care but hasn't arrived from their classroom by 3.15pm. The parents/emergency persons will be contacted to check the whereabouts of the child to ensure their safety.

Please note absences from OSHC must be advised directly to service as the school operates separately. Any absences advised to the school absences phone number/email are not be passed along by the school to OSHC.

How do I cancel my permanent booking?

If you need to cancel a permanent booking, please email oakleighoshc@gmail.com. Cancellation of bookings for before and/or after school care must be made in writing with a 14-day notice period. Our Administration team will process this request and submit a cessation of care through our software provider QikKids. This will notify the Federal Government of the change of care arrangements.

Please note that once you have cancelled your permanent booked session your enrolment from that session will be cancelled for the remainder on the year. If you wish to re-enroll for a permanent booked session at later time you will need to Log on via My Family Lounge as per the instructions below. The Oakleigh State School OSHC will send you an offer if there is a spot available on your required day.

How do I change my permanent booking?

Visit the Oakleigh State School website link:

<https://oakleighss.eq.edu.au/Facilities/Outofschoolhours/Pages/Outofschoolhours.aspx>

Log on via My Family Lounge link contained in the page.

Oakleigh State School OSHC will send you an offer if there is a spot available on your required day.

How do I book/cancel a casual session?

Visit the Oakleigh State School website link:

<https://oakleighss.eq.edu.au/Facilities/Outofschoolhours/Pages/Outofschoolhours.aspx>

Register via My Family Lounge link contained in the page.

Cancellation of booked casual sessions must be made 48 hours prior to the commencement of the session otherwise the session charge will apply.



Thank you for your support with this change which will ensure we continue to provide a fair and accessible service for our community. Should you have any questions regarding this policy update, the P&C President and OSCH Subcommittee would be able to address any specific feedback directly with parents which may be passed on via the OSHC staff.

You may also direct any question or comment to the Oakleigh State School OSHC via oakleighoshc@gmail.com where this feedback will be collated and considered.

Regards,

Oakleigh P&C OSHC Subcommittee

